Q: What is the purpose of this project?

A: The California Department of Social Services (CDSS) recognizes the challenges with both the electronic and non-electronic (paper) processes currently used to conduct the required verifications for CalFresh and CalWORKs. CDSS has awarded a contract to Social Interest Solutions (SIS) to assist in analyzing the current environment of eligibility verifications, perform an alternatives analysis of other verification processes being used in California and other states, and outline recommendations for moving forward in the short and long term.

This project's goal is not to design or build a new verification system, but to provide a written report, or Roadmap. Upon completion of this project, CDSS will evaluate the options and recommendations provided in the Roadmap to determine next steps.

Q: What is the timeline for this project?

A: This is a 6-9 month project.

Q: Which programs will this project look at?

A: CalFresh and CalWORKs. In addition, as part of the as-is and gap analysis and alternatives analysis, this project will also review the verification processes used by other California programs, such as Medi-Cal, as well as benefit programs in other states.

Q: What are the existing federal and state verification requirements for CalFresh and CalWORKs?

A: More information is provided at CDSS' project website State Hub Roadmap.

Q: Is CDSS building a new electronic state verification system (or hub)?

A: This project will result in a written report, or Roadmap, of options and short and long-term recommendations to streamline and modernize the processes for obtaining required verifications. This project's goal is not to design or build a new verification system. Upon completion of this project, CDSS will evaluate the options and recommendations provided in the Roadmap to determine next steps.

Q: Where can I find more information about the project?

A: CDSS' project website State Hub Roadmap.

Q: How can I ask questions or send information?

A: Contact statehub@dss.ca.gov

Q: How will a new electronic state verification system for CalWORKs and CalFresh work with the future consolidated SAWS system?
A: The Roadmap will include recommendations to leverage and improve connections to existing systems to help streamline the current verification processes – including the current SAWS consortia, as well as those systems not yet in place, such as a consolidated SAWS system. Upon completion of this project, CDSS will evaluate the options and recommendations provided in the Roadmap to determine next steps.

Q: Why doesn't CDSS use the federal hub that is currently used by Medi-Cal and Covered California?
A: Currently, use of the federal hub is limited to Medi-Cal and Covered California under federal rules. In addition, there is additional eligibility criteria required under CalWORKs and CalFresh that is not available in the federal hub. The goal of this project is to provide CDSS with options on how to leverage existing systems – for all required eligibility criteria - including the federal hub.

Q: Who will be interviewed for this project?
A: This project will seek input from stakeholders through individual interviews, focus groups, site visits, and working sessions. Stakeholders will include individuals or groups representing diverse perspectives, including consumer advocates, eligibility workers, program staff, county, state, national, policy, operations and technology perspectives.

Q: Where will the individual interviews, focus groups, and working sessions take place?
A: It will depend. Stakeholder input will be gathered in person at county or state facilities, by phone or by video conference.

Q: Where will the site visits take place?
A: Local County offices. Selected counties will be notified well in advance if they are chosen to participate in a site visit. The goal of the site visits is to observe verification-related activities in real-time in order to capture current work flows and manual and automated processes.

Q: How long will the site visits last?
A: They are currently planned for approximately half-day.